

The Career and Technical Education (CTE)

Completer Follow-Up Survey Guide

**2017 Follow-Up of the
2016 CTE Graduates**

March 2017

Notice to the Reader

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Table of Contents

Table of Contents.....	1
Survey Summary	2
What is the CTE Student Follow-up Survey?	2
Who is surveyed?	2
Conducting the Survey in 2017 of 2016 Completers.....	2
Deadline	2
Website for the Completer Survey	3
Login and Security	3
How to Conduct the Survey.....	4
Conducting the Survey by Phone.....	5
Contacting CTE Completers by Email or Mail.....	7
Frequently Asked Questions	8
In the phone interview, do I need to talk directly to the completer to conduct the survey?	8
How should I handle difficult phone calls?	8
How should I handle refusals?	8
Best Practices.....	9
Contact Information	10
Technical Assistance	10
Reporting Requirements	10

Survey Summary

What is the CTE Student Follow-up Survey?

Federal reporting guidelines of the Carl D. Perkins Career and Technical Education Act of 2006 (Perkins IV) call for a follow-up survey of all Career and Technical Education (CTE) completers 9-12 months after graduation. The definition of a **CTE completer** is a student who has met the requirements for a career and technical concentration and all requirements for high school graduation, or an approved alternative education program. The survey measures completer *transition* to further education or employment and *satisfaction* with the preparation received in the high school CTE program. Achieving a 75 percent response rate or higher will improve the usefulness of the data; therefore, it is important to aim for the highest response rate you can achieve.

Who is surveyed?

The Virginia Department of Education, Office of Career and Technical Education Services, provides each school division an electronic list of CTE completers to be surveyed. All students listed in the 2015-2016 Final Completer Demographics Report (CDR) will need to be surveyed. Each school division signed a 2015-2016 Completer Demographic Verification Report stating the accuracy of the completer counts. As a result, anyone listed as a completer on the CDR will be used to calculate the school division and school response rates. NOTE: VDOE approval is needed for any changes to the CDR.

Conducting the Survey in 2017 of 2016 Completers

The Completer Follow-Up Survey takes less than 10 minutes to complete.

Survey responses are entered online at <https://ctefollowup.cooper.virginia.edu/>.

The Center for Survey Research of the University of Virginia's Weldon Cooper Center will manage the completer survey website. Technical questions should be directed to the Center of Survey Research at CTEcompleters@virginia.edu or (434)-243-5232.

Deadline

The deadline for completing the follow-up survey is **July 5, 2017**.

Web site for the Completer Survey

The 2017 CTE Follow-up Survey website for the 2016 CTE graduates is located at

<https://ctefollowup.cooper.virginia.edu/>

Use this website to:

1. Enter completer survey data
2. Edit previously completed surveys to correct errors
3. Monitor the response rate by division and school
4. Identify non-respondents for additional follow-up efforts
5. Access summaries of responses from this year and previous years' surveys (division-level users only)
6. Store notes about unsuccessful contact attempts to guide additional attempts

Login and Security

The survey is hosted on a secure website: <https://ctefollowup.cooper.virginia.edu/>.

As in previous years, login and password information for division and school personnel will be disseminated to the lead CTE administrators via the Virginia Department of Education's Single Sign-on for Web Systems (SSWS) Dropbox. **Please download the files as soon as you receive the email reminder in your inbox. Dropbox will delete the files after 6 days.**

Each division will receive ten user IDs and passwords for division-level access and five user IDs and passwords per school for school-level access to each school in the division. Division-level access allows users to see all completers across all schools within a division, while school-level access will allow users to only see completers within a particular school. Please contact Jim Ellis, Follow-Up Coordinator, at the Center for Survey Research of the Weldon Cooper Center if you require additional division- and school-level user IDs and password.

Divisions who wish to contact graduates and ask them to enter their own follow-up survey information should also contact the Center for Survey Research of the Weldon Cooper Center for a mailing list and student login information.

How to Conduct the Survey

1. School divisions survey each student from the electronic list of CTE Completers by phone or mail.
2. Survey responses are entered into an online survey form located at <https://ctefollowup.cooper.virginia.edu/> by school and division personnel or student respondents themselves, as applicable.
3. Do not fill out a survey for non-completers.
4. CTE completers who graduated but are now deceased or incarcerated and could not be contacted should be reported on the administrative screen by marking “Deceased,” “Incarcerated,” or “Other” under the Non-Response Reason. These CTE graduates will be counted in the denominator when calculating the division and school response rates.

Conducting the Survey by Phone

1. Go to <http://ctefollowup.cooper.virginia.edu/> and login.
2. **Identify completers to be interviewed.** Completers will be listed in a table along with their completion status. You can filter the list to display only students with a completion status of “No.” To do this, select “No” in the “Complete” window under “Search Students” and hit the “Apply” button. To fill out a completer’s survey, click the student’s name in the row in which he or she is listed. The phone number and prior contact record for that student will appear. Once a completer’s questionnaire has been submitted, the student’s questionnaire completion status will be changed from “No” to “Yes.”
3. **Contact the completer and conduct the interview.** Interviewers may enter information online while they are on the phone with the former student. Conducting the survey this way will reduce time and cost.
4. **Use the following script to begin the interview:**

“Hello, may I please speak with _____?”

Hello, I am [first name] with [insert division name] public schools and am calling because you completed a Career and Technical Education program while enrolled at [school name]. I have a few questions about your experiences that will help us evaluate our programs. Your answers will be completely confidential and will be used in a report to Congress in order to help us continue to fund these programs.

Do you have 10 minutes to give us your feedback?”

If “No”:

“I’m sorry, is there another time that would be better for you?” (If “No” here – do not push to continue the interview.) “Thank you.”

If “Yes”:

“Great! Let’s begin the interview.” Then read the survey questions as they appear on the computer screen.

Please note that if a respondent replies that he or she is *not* on active duty in the U.S. Armed Services, *not* employed full-time, and *not* employed part-time, it is very important that he or she

provides a response to Question 7: “Are you actively seeking current employment?” A respondent’s response to this question helps to determine whether he or she is unemployed or out of the labor force.

After the interview is completed:

“Thank you so much for your time. Your answers will help us continue and improve upon our CTE programs.”

5. Complete all telephone interviews and data entry by July 5, 2017.

Contacting CTE Completers by Email or Mail

Some school divisions begin the survey process by contacting each completer by email, and giving them a password by which they can take the survey online. The Completer Demographic Report does not have email addresses for completers, but school divisions may use their own email lists to prompt former students to fill out a survey online. Contact the Center for Survey Research of the University of Virginia's Weldon Cooper Center at CTEcompleters@virginia.edu or call (434) 243-5232 if you choose this option. An Excel file will be provided with student identification numbers/passwords.

School divisions that wish to contact former students by mail in order to give them a password by which they can fill out a survey online should contact the Center for Survey Research of the University of Virginia's Weldon Cooper Center at CTEcompleters@virginia.edu or call (434) 243-5232. An Excel file will be provided with address information and student identification numbers/passwords.

Frequently Asked Questions

In the phone interview, do I need to talk directly to the completer to conduct the survey?

It is necessary that interviewers talk directly to the completers in order to receive the most accurate information possible about their education, work status, and satisfaction. Third parties will not be able to provide reliable information on whether former students were satisfied with their CTE program or on other topics in the survey.

How should I handle difficult phone calls?

- Remember that the work you are doing is important for improving your school's CTE programs.
- Start by explaining that you are calling from the school to follow-up with the former student for purposes of program improvement.
- Express understanding if an individual does not wish to answer questions.
- Respond to complaints by assuring the respondent that you will note their concerns; make sure to do so.

How should I handle refusals?

- Explain the purpose of the survey.
- Explain that their responses will help improve the high school's program and that the school is interested in the experiences of all students who completed the CTE program.
- Do not push the former students to answer questions if they don't want to respond.
- Thank them for their time, even if they refuse to participate.

Best Practices

- Fill out survey questions online while interviewing former students. Save resources by not printing copies of the questionnaire. This is the most efficient method for conducting the survey and requires half the time versus filling out paper questionnaires on the phone and entering the data later on.
- Avoid having teachers interview their former students. Although sometimes unavoidable, having a CTE teacher interview one of their former students can create interviewer bias in the survey and skew results.
- Be courteous and friendly when interviewing former students. Not everyone will want to answer questions. Please respect this choice and move onto other graduates.
- Don't wait until the last minute to conduct the survey. Achieving a 75 percent response rate can sometimes be challenging. It is best to start interviewing the CTE program completers as early as possible. This gives time for multiple contact attempts using multiple modes or channels of communication, which is a proven way to increase survey response rates.

Contact Information

Technical Assistance

If you have questions about the website or survey process, please contact The Center for Survey Research of the University of Virginia's Weldon Cooper Center for Public Service at CTEcompleters@virginia.edu or call (434) 243-5232.

Reporting Requirements

Questions regarding current CTE accountability policies or specific completer follow-up reporting requirements, (i.e., completer incorrectly assigned to a school or school division), should be directed to the Virginia Department of Education, Office of Career, Technical, and Adult Education at CTE@doe.virginia.gov or call (804) 225-2052.